



# Backstage

Winter Issue

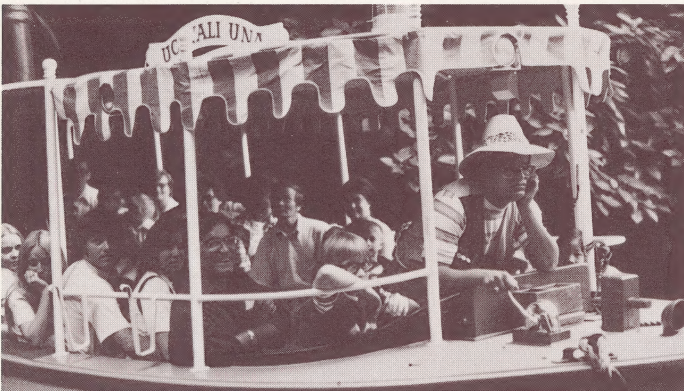




For the girl whose popcorn machine is overflowing . . .



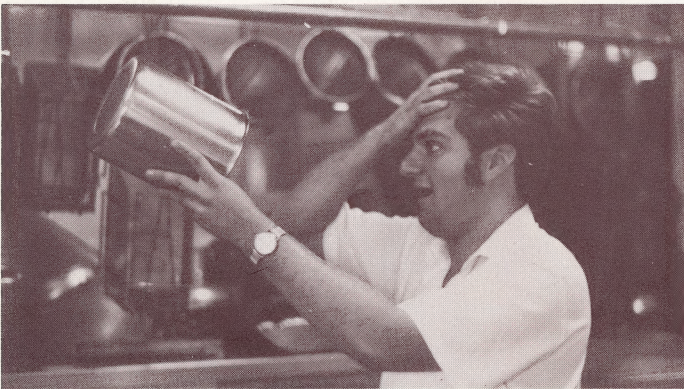
For the sweeper who has to clean it up . . .



For the Jungle Guide whose boat has broken down in the hippo pool . . .



For the maintenance man who has no idea how to fix it . . .



For the cook who has run out of teriyaki sauce . . .



And for the waitress who has already said "goodbye" to her tip . . .

**may we offer BACKSTAGE... it will make you smile...**





Everyday we find ourselves coping with that fragile thing called "human nature," and trying to grab on to that intangible and elusive entity known as "happiness." At Disneyland, to take what we do seriously is important . . . as important as maintaining our sense of humor in the face of frustration and mistakes. Hopefully, we will always be able to laugh at ourselves as well as with each other. It is with this in mind that "Backstage" is written.

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**Disney** University  
 of Disneyland

If you have the time and the talent, we invite you to participate in the writing of our next issue, scheduled for June, 1975 . . . talk to the editor if you're interested.

**Backstage**  
 December 1974  
 Winter Issue  
 Volume 1

RABBIT  
 SKINS

C.O.D.

Dr. Short  
 21 Long St  
 Memphis  
 Tenn

Fishing Reels  
 To: Frank Reynolds  
 TROLLING PLACE  
 Omaha  
 Neb.





# FAMILIAR FACES

By Ron Kollen

## Penny Peters

Disneyland is known to be a popular "moonlighting" job for many teachers. For Penny Peters, Disneyland is much more than moonlighting. Penny is now a teacher of the emotionally handicapped in Tustin, and she has also been an invaluable member of the Park's Food Service staff for the past four years.

During that time, Penny has worked at the Inn Between, Plaza Inn, Plaza Pavilion, Fantasyland I and II, Oaks Tavern, Hills Brothers, Carnation and Coke Terrace. She has been a cashier, waitress, dish-up, and fountain girl, which all adds up to quite a track record.

A Cal State Long Beach graduate, Penny has her B.A. in Psychology, and is working on a Masters degree in Special Education. "My psychology studies really help me here at the Park," explains Penny. "I try to understand each guest's needs in order to give them the very best service."

"I honestly can't think of any one thing I dislike about my job," was Penny's answer to the question of why she continues as a part-time employee while teaching full-time. "I just like it too much to leave," she added.

Penny loves to sing, play volleyball and tennis, and has been involved in the Drama Workshop's production of "Rumplestiltskin" and "Li'l Abner." Last January, Penny took off alone to Paris and London, enjoying every minute of it. We salute Miss Peters . . . engaging, independent, and with a very refreshing outlook on things.



## Ernie Christopher

A man behind the scenes for over 15 years should have quite a few stories to tell, and if you'd like to hear a few, talk to Ernie Christopher.

Ernie has been a member of our efficient Custodial crew since July, 1960. Through those years, his personality has brightened more than one employee's day. Initially, he spent many hours on the graveyard shift in the Main Street Train Station, City Hall and in the employee locker rooms.

In recent years, Ernie has been a regular part of the everyday activities around the Administration building. His "down to earth" charm makes him "a really great guy to work with," as one of his co-workers adds. When many Disneylanders are sound asleep, Ernie is waking up to get ready to punch in. His summer shift is 4 a.m. to 12:30 p.m.

After his five grown children moved to California from San Antonio, Texas, Ernie and his wife, Flossie, left their hometown to be near their family. In Texas, Ernie worked for the San Antonio Transit Company for 24 years, so Disneyland is actually his second career.

"Getting this job was a real exciting thing for me," said Ernie. "I've loved it since my first day." Ernie fondly recalls Walt Disney walking through the old Ad building, smiling and waving to everyone. "We always knew when he was staying in his Main Street apartment, so the graveyard crew would always be extra quiet."

A real sports enthusiast, Ernie is a Dodger and an Angel fan, and enjoys most other spectators sports. This year, he and his wife celebrated their 45th wedding anniversary together.



## Charlotte Turpin

Heard the story of the person who goes on vacation and likes it so well they stay there? That is the true story of Charlotte Turpin, the unsung hero of The Center.

Charlotte, a native of Oklahoma City, Oklahoma, visited Disneyland while on a trip to Southern California, and decided to apply for a job. Since February of 1973, she has been the friendly receptionist behind the Disneyland Recreation Club desk in The Center.

From handling all social events and programs, to organizing the annual Blood Drive, Charlotte has done it all. "And in addition, I try to keep the coffee going for all the employees that come through each day," said Charlotte.

Charlotte is the mother of two sons, Wayne Jr., 27, and Charles, 23. Wayne recently served a term in the U.S. Navy and is now attending graduate school in Oklahoma. Charles and his new bride live in Monterey, where he is stationed in the U.S. Army.

A former secretary in the Oklahoma City FBI office, Charlotte said her job at Disneyland "is different than any place you can work. The people here are delightful. The consideration employees have for each other is great."

Charlotte enjoys gardening, theatre and music. She plays the piano and organ whenever time permits. While raising her children she was involved in charity drives and school activities.

"The great thing about the DRC is that we seem to attempt the impossible and somehow achieve it," said Charlotte. "The Center has something for everybody, even employees' families."







## Earl Archer

When it comes to Disneyland, Earl Archer knows his way around. A ride operator since 1957, he has worked on almost every attraction in the Park, including the Storybook Canal Boats. Recently, he has been a rather permanent fixture on the Swiss Family Robinson Treehouse.

Before the Storybook engines were equipped with reverse gears, the attraction was staffed mainly by males, and Earl was an operator for almost three years. He also spent much time on the Midget Autopia, where he once talked to Walt Disney. "I noticed a man stepping into the service entrance," explained Earl, "I thought it was a guest, and I was just about to ask him to leave when I realized who he was." Walt came up to Earl and said, "These little kids sure have fun don't they?" Earl said Walt loved to watch the reactions of little children.

Earl and his wife, Katy, recently celebrated their 25th wedding anniversary. Together they have eight children, David, Barbara, Debbie, Darlene, Mike, Alice, Patty, and Earl Jr., as well as four grandchildren.

Born in Los Angeles on the front lawn of General Hospital, Earl has always been a reader of Fairy Tales, because they offer adventure. "So I fit in real well at Disneyland," he says smiling, "I saw the grand opening on television and I knew I wanted to work here."

Earl is a football fan, and enjoys predicting scores and final standings. He also tries to find time to build models of World War II ships and planes. He was a charter member of the Disneyland Drama Workshop, and has been involved in every production since. He was recently seen in the Workshop's production of "The Sound of Music." Earl's primary interest is Disneyland. "I've found a second home here," he said, "and I'll be here until I retire." Stop by the Treehouse to say "Hi" to Earl . . . he'll be around for quite a while.



## Mary Druitt

"Security is one office that every employee comes through at least twice," says Mary Druitt, the friendly lady who may have snapped your ID card picture. Mary has been Security's department clerk for almost five years.

Commenting on her feeling for her job, Mary explained, "Disneyland is the 'Crossroads of the World' and Security is the 'Crossroads of Disneyland.' I couldn't ask for a better place to work." Although one of the busiest offices, Mary says that Security is anything but unpleasant. "The staff is wonderful to work with," she fondly stated.

A native of Cardiff, Wales, Mary was raised in Detroit and was an exchange student at the University of Mexico. There she met her husband, Bill, now a purchasing agent for Global Marine, in Los Angeles. They have two children, Craig, an Industrial Arts teacher in Fremont, California, and Susan, an elementary teacher in Santa Ana.

Mary enjoys sailing with her husband, "but I'm not the avid sailor he is," she points out. The years in Mexico are still reaping rewards north of the border, as her fluency in the Spanish language comes in handy many times in her Disneyland job.

Remembering interesting experiences, Mary recalls the time she received a call one summer day from a guest's relative who asked, "Could you look out the window and check if my blue Mustang is in the parking lot?" or another who asked, "Could I leave my car in Disneyland's parking lot while I'm on vacation?" Little incidents like this are all in a day's work for Mary Druitt.



## Don Bobbs

Many Disneyland employees share a real belief in the philosophy of the Disney organization. Don Bobbs is one of those people. "Disneyland is filled with wishes and dreams," Don said, "and I love being a part of the fantasy it creates."

For as long as he can remember, Don Bobbs has wanted to work in the Magic Kingdom. In 1968, Don was hired into the Character program and worked three seasons as one of the Three Little Pigs or the Seven Dwarfs. He expressed his desire to be a Jungle Cruise skipper, and was transferred to Adventureland Operations.

"I like to watch the expressions on children's faces when they're in the Park," explained Don. "Coming out of 'Peter Pan', some kids look like they have really been to 'Never, Never Land' . . . that's fantasy."

Since his childhood, Don has loved Disney cartoons and movies, and always keeps that in mind when at work. "There's a certain magic that you think of with the Disney name," Don said, "and I think employees are a very important part of that magic. When I put on my costume I become a part of the Show, the fantasy the guests are enjoying."

A UCLA graduate, Don has a B.A. in Economics, and is now in the Graduate Program at Cal State Long Beach. He has his Elementary teaching credential, and is looking forward to staying at Disneyland while entering a career in Education.

Don lives in Pacific Palisades, has a brother who attends Harvey Mudd University, and a sister who is a Santa Monica College student. Don swims an hour a day, and also enjoys ice skating and bicycling. He loves cartooning and is now spending the majority of his free time on an animated cartoon film. "I guess I have a hidden desire to get into Disney animation," confessed Don, "but right now, I love being a ride operator."



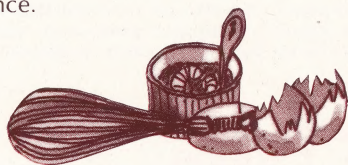


# FOR THE G



Linking fun times and the festivities of the holiday season is the specially prepared foods that make the holidays, and entertaining the best remembered and most fun of all.

Here we are presenting a few tantalizing recipes straight from our Club 33 kitchens. In this selection we have enclosed an appetizer, salad, main course, and special sauces for a tasty extra touch of elegance.



## CAESAR SALAD

Preparation and service of Caesar Salad has developed into a veritable ceremonial, eagerly watched by fascinated patrons at Club 33.

One clove of garlic is smashed with fork in wooden bowl until the garlic juice has been fully absorbed by the bowl. The pulp is then removed. Anchovies are cut first, then smashed with fork. Worcestershire and A-1 sauce are added and of these ingredients a paste is formed. After adding a knife point of English mustard, the paste is again stirred. Add 3 tablespoons of garlic oil, 1 tablespoon of tarragon vinegar, juice of lemon, stir, and pour this mixture over the salad.

A curdled egg is broken into the salad and the salad is tossed until the egg has dis-

appeared. Freshly ground pepper, chandelier seasoned salt, regular salt, grated Parmesan cheese and croutons are finally added.

The salad is tossed until all liquid has been absorbed by the greens and the Caesar is ready to be served.

## DRESSING FOR CAESAR SALAD

- 2 oz. olive oil
- 2 oz. salad oil
- 2 oz. anchovies
- ½ oz. pepper
- ½ oz. salt
- ½ oz. fresh garlic
- 8 eggs
- 2 t. dry mustard

Makes enough dressing for 8 people. Sprinkle with 1½ t. Parmesan cheese per serving.

## CRABMEAT ROYAL STREET

Approximately 20 stuffed mushroom caps

### Ingredients

- ½ oz. shallots, chopped fine
- 1 lb. Snow crab legs, canned or frozen
- 2½ Parmesan cheese
- 1½ oz. bread crumbs
- ½ oz. sherry wine

Salt, Pepper, Worcestershire sauce to taste.

### Method

Saute shallots in 2 oz. butter, do not brown. Add Snow Crab Legs and bring to a boil. Add Sherry Wine and cook for 8 to 10 minutes. Add cream sauce and thicken

with bread crumbs, season to taste. Let stuffing cool and roll into balls ¾ oz. each and roll the balls in mixture of ½ bread crumbs and ½ Parmesan Cheese. Stuff mushroom caps that have been poached 5 minutes in 2 cups of water and juice from one lemon. Butter the mushroom caps and bake for 10-15 minutes at 400°F.

## TOURNEDOS

- 6 artichoke bottoms, warmed
- 6 filet mignons, approximately 9-ounces each
- 3 tablespoons Perigord sauce
- 2 tablespoons Bearnaise sauce
- 6 spoons tomato concassee

When the sauces are ready, saute the filet mignons to desired doneness. Remove to platter, or individual plates, and spoon Perigord sauce over each filet. Spoon Bearnaise sauce over each filet. Place on artichoke bottom (hollow side up) on top of each filet and fill each one with a spoonful of tomato concassee. Serves: 6

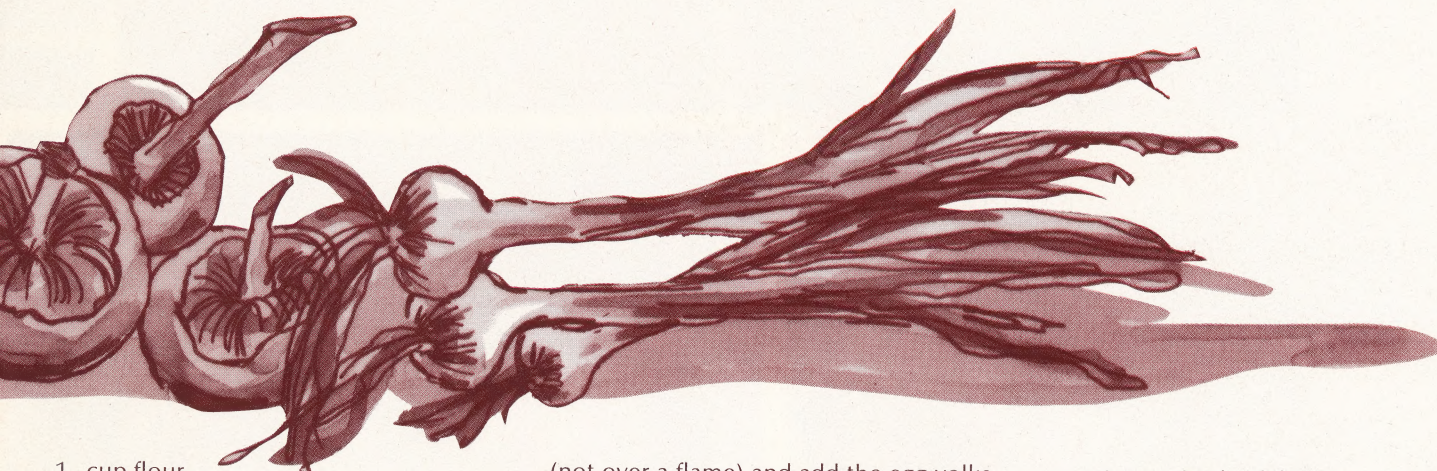


## TOURNEDO JETEE PROMENADE

- 5 pounds veal bones, cut into small pieces of perhaps 3-4 inches in length
- 1 large onion
- 3 branches celery
- 1 bunch leek (green stems only)
- 1 garlic clove, crushed
- 1 cup tomato paste



# OVERMIGHT GROUP



- 1 cup flour
- 1 gallon water
- Demi-Glace

In roasting pan brown the veal bones for about ½ hour. (This will also develop free fat.) Make a mirepoix (mixture) of the onion, celery (cut into rough chunks) and the leeks. Add, together with the garlic, to the bones in the roasting pan. Brown approximately 20 minutes longer. Add the tomato paste and continue to brown another 10 minutes. Add the flour and stir well. Add the water and bring to a boil. Scrape the bottom and sides of the pan and transfer all the ingredients to a soup pot and simmer for 2 hours. Strain through a cheesecloth. Yield: approximately 2 quarts.

## PERIGORD SAUCE

- 2 quarts Demi-Glace
- 2 tablespoons truffle essence
- ½ cup Madeira Wine
- 1 ounce black truffles, coarsely chopped

Place all the ingredients in a saucepan and stir well. Keep hot.

## BEARNAISE SAUCE

- 1 teaspoon shallots, chopped
- 1 teaspoon tarragon, chopped
- ½ teaspoon salt
- ½ cup white vinegar
- 4 egg yolks
- 1 cup butter, melted

Boil the shallots, tarragon and salt in the vinegar for 5 minutes. Strain into a mixing bowl. Set the bowl into a hot water bath

(not over a flame) and add the egg yolks. Whip briskly to a thick foam. Slowly add the melted butter a little at a time while still whipping. Keep whipping until sauce thickens. Do not refrigerate or keep hot.

## TOMATO CONCASSEE

- 2 cups tomatoes, peeled, drained and roughly crushed
- 1 garlic clove
- 1 tablespoon olive oil
- Salt and pepper to taste

Cook garlic lightly in the olive oil. Remove the garlic. Add tomatoes. Let boil 5 minutes. Add salt and pepper to taste. Keep hot.

## LOBSTER THERMIDOR

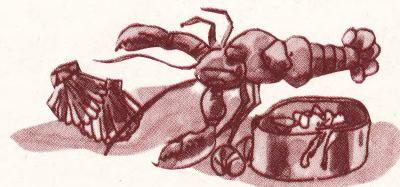
Remove and crack the claws of three 1½ pound live lobsters. Split the lobsters lengthwise, remove the vein, sac, and spongy tissue, dot with butter, and season to taste with salt and pepper. Put 2 tablespoons olive oil in a large flat baking pan, lay the lobsters and claws on it, and bake them in a hot oven (400°F.) for 10 to 15 minutes. Melt 2 tablespoons butter in a saucepan and add 3 shallots, chopped, and a scant ½ cup dry white wine. Cook the mixture until it is reduced by three fourths. Add 2 cups Mornay sauce and 1 teaspoon each of English mustard and chopped parsley. Cook for a minute or two, stirring briskly with a whip. Correct the seasoning.

Remove the cooked lobster meat from the claws and main shells, dice it, and mix

it with two thirds of the sauce. Put a little sauce into each of the shells, fill them with the lobster mixture, and spread the tops with the remaining sauce mixed with 1 tablespoon whipped cream. Sprinkle with a little grated parmesan cheese and brown the topping under the broiler. Serves: 3

## Mornay Sauce

Prepare 2 cups Bechamel or Veloute. While simmering, stir in ¼ cup each grated Gruyere and Parmesan Cheeses. Stir off heat until cheese melts. Season with salt, pepper, nutmeg and cayenne to taste. For extra richness, beat one beaten egg yolk into sauce with the cheese.



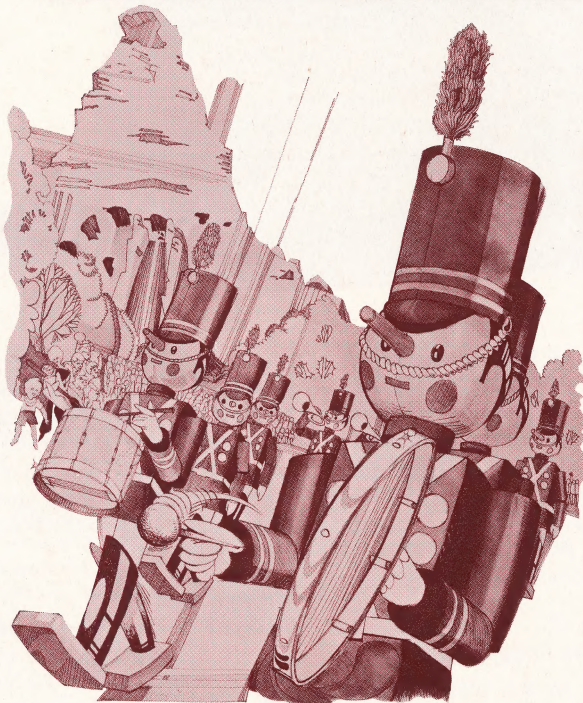
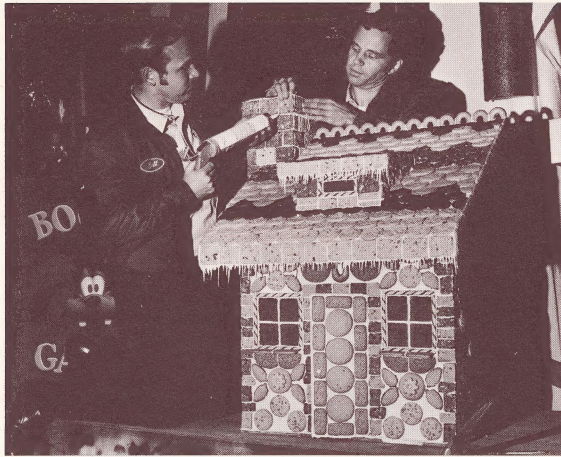
## HOLLANDAISE SAUCE

- 2 lb. butter
- 12 egg yolks
- dash cayenne pepper
- dash black pepper
- dash salt
- juice of 1 lemon

Melt butter to 90°. Beat egg yolks to thoroughly mix. Add butter slowly into peaks. Add seasoning and lemon.







# 12 Months of Ch

By Bob Schneider

For most of us, Christmas thoughts are something we hold in the back of our minds . . . at least until after Thanksgiving, when the local merchants' window displays begin to turn our thoughts towards the upcoming jovial season.

This is not so at Disneyland, where plans for next year's Christmas show begin taking shape almost as soon as this year's Christmas parade has passed, and the giant tree in Town Square has been dismantled.

As "Fantasy on Parade" rolls into the Warehouse after its final performance in January, Barry Smouse, Lee Reineke and David Allen from Enter-

tainment get together to critique the show and to offer suggestions for the next season.

Also in January, Merchandise Buyer Mary Ousley is busily taking inventory of seasonal merchandise so that she can order scarce items for delivery next October to be placed on the shelves for Christmas.

Beginning in July, an order is placed for some 4,000 poinsettias which will beautify the Park during the Holiday season. Pat McCarty, head of Landscaping, submits his order to a large nursery near San Francisco for delivery of the poinsettias in December. Pat makes two trips during the year to





# ristmas

San Francisco to see that the poinsettias will be ready prior to the arrival of Santa Claus. They will be planted along with cyclaman and red azaleas, giving Disneyland that special beauty that only nature and the Landscaping Department can create.

The weeks pass, and before we know it, September is here. Ernie Beaumont and his decorating crew are busily working on the Christmas displays. A new and creative display for the Main Street Market House this year is a cookie house made of 50 dozen cookies. The Decorating Department plays an important part in giving our Christmas show the

magic and sparkle that everyone remembers.

The Marketing Division also enters the Christmas picture in September with Paul Brewer and his creative services staff assembling their promotional ideas for the upcoming season. This team of writers creates all the T.V. and radio commercials, plus the newspaper ads that publicize the exciting Christmas events.

Soon, September has passed and October has arrived, which means that it's time to bring the Christmas parade out of mothballs and get the show on the road.

Ray Schwartz, Maintenance Coor-

dinator, and his crew, are assembling the parade units so that it will be presented with the splendor and efficiency that have become a Disney trademark.

At the same time, back in the Maintenance area, Jack James, Senior Mechanical Designer, is experimenting with a new power unit for driving one of the "Mary Poppins' Roof Top" floats. This unusual unit, normally a Warehouse "stock chaser," is used to power the "Roof Top" unit by remote control.

October is also the month that the huge Christmas tree arrives by flatbed truck. The giant tree, to be placed in







Town Square, is a White Fir from the Mt. Shasta region of northern California. It weighs approximately 10,000 lbs. and is between 50 and 60 feet tall. After the long jaunt from up north, and because of damage during shipping, additional branches are added to insure the traditional Christmas tree shape.

After the branch transplanting process, called "plugging," the tree is sprayed with 75 gallons of fire retardant paint for color and safety. Lastly, 70 gallons of adhesive are applied so that the tree can be flocked with tiny styrofoam "snowflakes."

As November approaches, the Christmas tempo increases its pace and heads for home. In the Warehouse, they turn to the job of receiving and marking the merchandise to stock the shelves in the many shops throughout the Park. This job requires extra people and hours to mark the 1.5 million extra items that are sold during the Holiday season.


In the Personnel Department, Joe Meck and his staff of interviewers are also thinking about Christmas. By the middle of November, they have interviewed and hired the near 400 new hosts and hostesses required for the Christmas show.

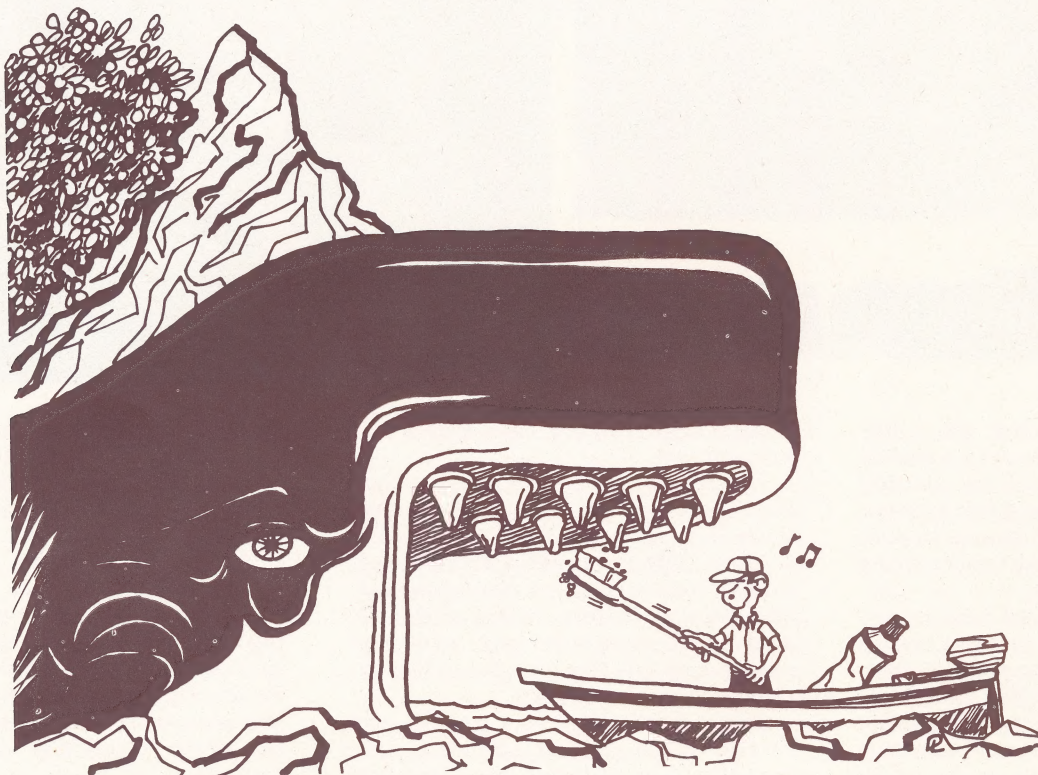
The next thing we know, Thanksgiving is over. Thoughts of Christmas

are in the air. It's at this time that the Disney magic takes over and the Park begins to take on the Holiday spirit.

Christmas greens and reds dominate Disneyland's main thoroughfare as the Decorating Department dresses up Main Street. The street sparkles with more than 1,500 feet of garland, 5,000 pine cones, sparkling ornaments, lights, bells, and hundreds of other special decorations. Towering beautifully above it all is the gigantic white fir Christmas tree in Town Square with bright and colorful gift packages beneath it adding to the festive look.

The Yuletide theme is carried on by the Food Administration with a special Holiday meal served in the elegant Plaza Inn, and Inn Between. Indian Aramaki, Executive Chef of Disneyland, prepares the meal for our guests and employees who are spending the Holiday season with us.

Finally, it's over; Christmas has come and gone. All the presents under the tree have been exchanged and opened, bringing smiles to everyone. "Fantasy on Parade" has moved down Main Street for the last time for the year. And while the thoughts of most have turned from Christmas to Spring, here at the Magic Kingdom, the planning has already begun for Christmas 1975. 







The following is a potpourri of carefully selected items to be used as a guide by those who wish to give their Disneyland friend or loved one a unique, if not, novel present for the coming holiday season. But, all too often, these well-meaning people think of such a unique gift as being a Mickey Mouse wristwatch. So, for those of us who have spent one or two Christmases at the Magic Kingdom and have received six or seven Mickey Mouse wristwatches as gifts, Backstage proudly presents . . .

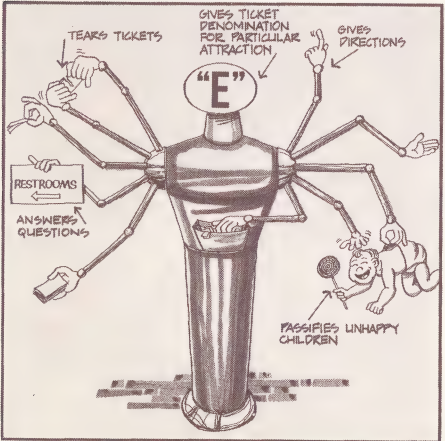
The Disneyland Employee

# GIFT GRAB-BAG



Cartoons by Dave Lewis  
Production by John Sisker

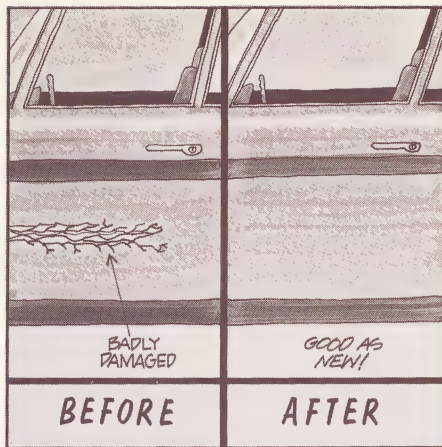
**A End the misery** and headache of being “bumped around” in your rotation simply because your present timepiece keeps time almost as effectively as a chocolate eclair. This beautiful wristwatch has seventeen jewels and its face depicts, as an added incentive, the likeness of one of “Disneyland’s Finest” supervisors assuming the position one may expect to see him in as you stroll in from your last twenty-five minute break. In yellow or white gold plate.  
**1764539—Supervisor Wristwatch—man or woman’s model \$18.50**



**B No more headaches taking tickets** at main gate during private parties! This meticulously designed and painstakingly assembled swiss ticket-taking machine eliminates the unnerving panic of taking tickets from forty guests that display a desperate urgency to get into the park. Truly a welcomed sight under your Disneylander’s Christmas tree! Amazingly portable, it collapses to the size of a pack of cigarettes. Show them you care with this fine piece of equipment. Can be adjusted to take up to 700 tickets per minute.  
**1756359—Ticket-Takers’ Treasure ..... \$86.95**

Continued on Page 11





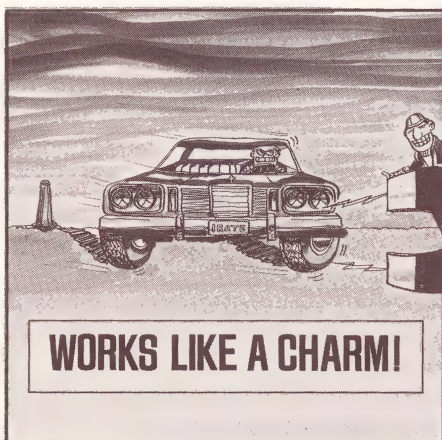
C



D



E



F

## GIFT GRAB-BAG

Continued



- C Why worry about your car** in the parking lot? Now, you can rest easy knowing that even though you parked next to a '57 Chrysler that looks as if it spent the last six months on the ocean floor, and whose owner may not become distraught if he should accidentally put a nick in your paint while opening the door because you've got Cameleon Color-Corrector. It's the scientific breakthrough of the decade! This tiny tube of color, that resembles in size, an ordinary marking pen, contains a secret formula created to adapt and match the color of your car after it is applied to the damaged surface.

1745232—Cameleon Color-Corrector-Reg. Size ..... \$3.50

1745233—Large Size For Extensive Damage ..... \$39.95

- D Find your car fast!** Remember all the time spent endlessly searching for your car in the parking lot? Search no more! Use the greatest invention since the parking sticker; **FIND-O-FLARES**. Simply attach the Find-o firing device to your car, load a flare, and drop the small remote control firing mechanism into your purse or pocket and you're all set. After work, merely touch the button and a color-coded flare with your personally chosen color ignites above your car, lighting a path to your once elusive vehicle. Works day or night.

1645978—Find-O Flare Kit ..... \$67.95

1645979—Extra Flare Package ..... \$ 6.50

- E Ache no more!** Spending hour after hour, day after day trying to smile at every guest can take its toll on the muscles of your face. Now there is relief. After one application of **SMILE AWHILE**, the nerves in the facial muscles assume and remain in the position taken during application. Simply smile your best smile, apply the painless gel, and after it dries invisibly, your face involuntarily freezes, taking the burden off you and lets you go about bringing happiness to all.

1740088—Smile Awhile Nerve Gel ..... 6 oz. Tube—\$2.75


- F Park those cars where you want them parked!** Gone are the nerve-wracking heartaches of directing incoming guests through the ParkingLot only to have them ignore you, if not, run you over. This powerful ceramic magnet has the pulling power to put even the largest of luxury cars at your command. Comes with satin finished carrying case.

175600—Motorcar Master Magnet ..... \$32.50

It is our sincere hope that these few items can spark new ideas in gift-giving for that special someone you know, who works at the Magic Kingdom. When ordering, please do not enclose check, money order or cash because we don't know where to find this stuff, but we do know it is available to us in limited quantities beginning May 15, 1975. Order now and avoid the Christmas rush. Merry Christmas and Happy Giving!








# And this is where I work

Your Aunt Gladys from Grand City, Iowa, has come to visit for the holidays. "...so what do you do for a living?" she asks. You're not particularly excited about spending 16 "E" tickets and your day off to show her. So, you hand her your own personal Disneyland scrapbook to glance through...



"... all our people are provided with luxurious cafeteria facilities."



"... our smiling supervisors are always understanding and willing to give us a day off at a moment's notice."





"... Occasionally, our friendly parking lot attendants become a bit over-zealous when a guest does not park where he was directed to."



"... although they rarely occur, breakdowns are carefully handled, and the S.O.P. is strictly followed."



"... we are especially proud of our sophisticated Club 33 staff ... always quietly waiting beside your table to serve you."



"... nothing is too good for our employees; dressing and bathing facilities are located everywhere."



"... once in a while, some small piece of animation will malfunction, causing momentary discomfort for the guests."



"... as all will agree, the high point of any operator's day is the unexpected pleasure of a hostess tour. Just the sight of one of these lovely girls can brighten one's day."





"... and should an unaware guest slip or fall, our ride operators are painstakingly trained to assist him up quickly and efficiently."



"... in many attractions, guests are invited to participate in the fun-filled operation of the ride."



"... security officers, dressed in costumes appropriate to their area, always deal politely with dress code violators."



"... supervision always uses the utmost in professionalism and tact in dealing with unhappy employees."



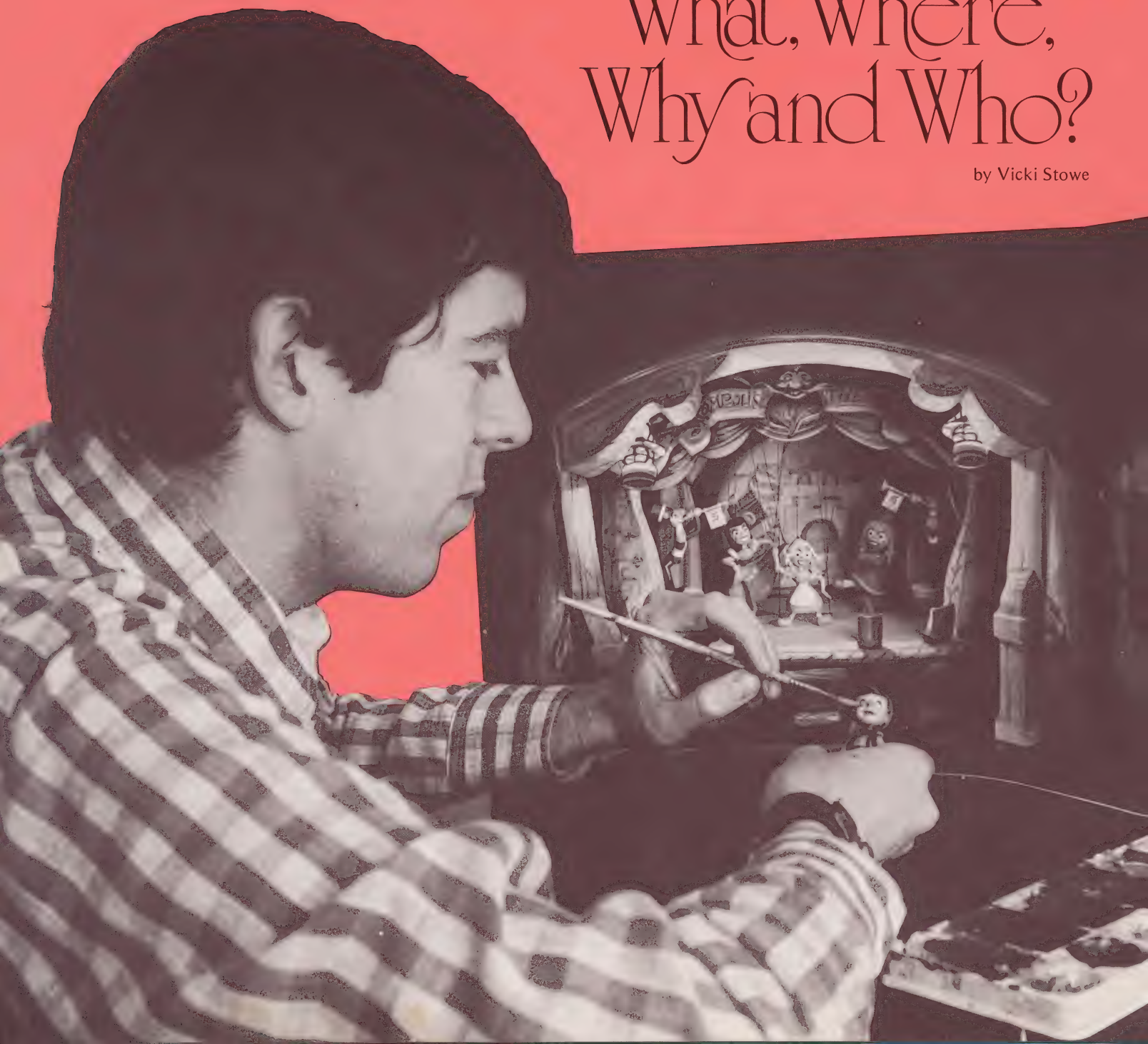
"... the Park's high degree of efficiency can most readily be attributed to the vast amount of integrity maintained by the foreman at all times."



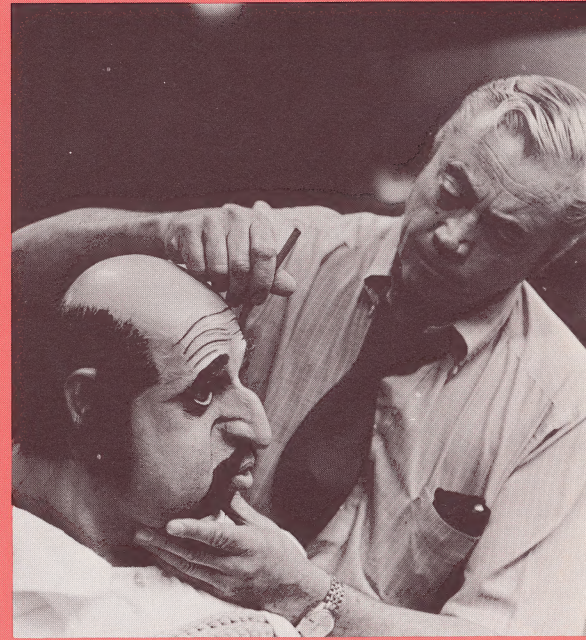
# WED

What, Where,  
Why and Who?

by Vicki Stowe







What is WED? Most of us know from Orientation days that the letters stand for Walter Elias Disney, and that some of the most influential, creative and respected Disney talents retain offices there. It's located somewhere in Glendale, or is it Burbank? And it seems to have master control over the destinies of Disneyland and Walt Disney World.

Actually, WED may be found at a very unassuming address in Glendale. It houses that branch of the Disney company which deals in ideas—imagining and illusioning—on the grandest of scales. This creative “think tank” is the home of the project designers, the model builders, the artists, the sculptors, the computer programmers, the taxidermists . . . all those brilliant minds which somehow visualize and mechanize our wildest dreams.

#### WHY IT ALL BEGAN

WED originated in 1952 when Walt Disney decided to build something called a “Disneyland.” This new “Disneyland” project was to be a unique combination of the worlds of adventure, tomorrow, yesterday, and fantasy, where families could lose themselves in such fascinations as a turn of the century Main Street, a flying Dumbo ride, and an island for all Tom Sawyers. But Walt never cottoned to the idea of using outside experts. Instead he formed his own group of designers . . . many of whom

had already established their creative abilities at the highly successful Disney Studios. From that original nucleus of talent, WED has now become the creative center for all Disney Productions, with the exception of movies.

#### NEW ATTRACTIONS FOR DISNEYLAND

For the past 22 years WED has been creating new attractions and locations for use at Disneyland, and most recently, Walt Disney World. Just in the last three years alone we've seen the opening of the “Walt Disney Story,” “Bear Country” and all its facilities including “Country Bear Jamboree,” and the 1974 addition—“America Sings.” There are many more exciting plans underway for Disneyland right now. WED's number one priority at present is to investigate all the elements of a possible “Space Mountain” in Disneyland—design, track layout, show, cost, etc. “Space Mountain”—now being completed at Walt Disney World, is a thrill ride beyond compare, where space shuttle-like cars zoom past black light and fluorescent laser effects at “unbelievable” speeds. The most exciting portion of this “trip,” however, is the sector in which shuttle passengers seem to enter a state of weightlessness while passing through space at supra sound barrier speeds. It is tentatively planned for behind the Tomorrowland stage.

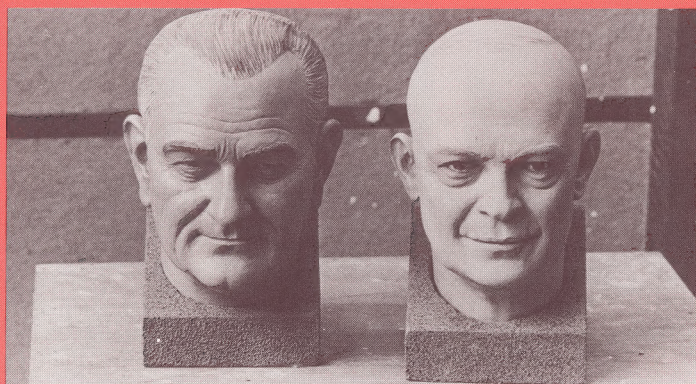
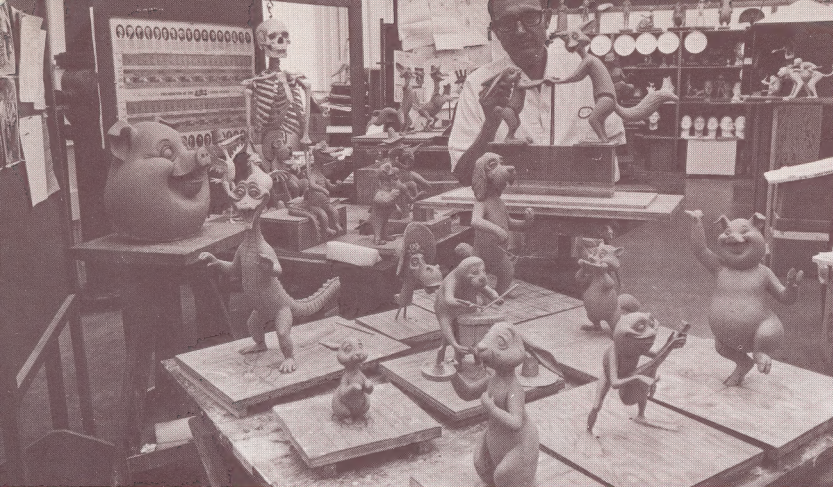
In the very near future “The Flight to the Moon” will receive a little regenerative creativity. To be known as “Mission to Mars” the attraction will remain the same physically, but will simulate a trip to Mars with new film footage from NASA's Mariner 9 expedition. Special effects and larger side screens are planned to enhance the guest's space experience.

Also in progress is a proposed new area in Fantasyland known as “Pinocchio's Village.” It could replace the present Fantasyland theater and stretch all the way to the “Fantasyland Skyway.” A new “dark ride” highlighting the classic Pinocchio story, shops and a restaurant location are also part of the plans.

The future may also see major construction in a “Hall of the Presidents” and “Liberty Square.” So far, the scale model “Liberty Square” has “moved around” on plot plans of Disneyland—from behind “Main Street” to—well, who knows where else . . . at the moment, it's still in the “works.”

For Frontierland a variety of new attractions are under study—including a thrill adventure to be known as “Big Thunder Railway,” where coal cars minus engine are suddenly found hurtling down steep slopes past bubbling paint pots and cactus valleys. Another new attraction for Frontierland which has made it to the walk-thru mock-up stage, is the “Western River Expedition.” De-





signed much like "Pirates of the Caribbean," expeditioners will boat their way through desert scenes, a "typical" town of the wild west, an authentic shootout, a terrifying forest fire and then finally—over the falls.

In addition, WED has also planned a little something for upstairs "America Sings." Presently labeled the "UFO Show," guests will travel in cars one direction, armed with air guns, while eerie, unhuman, gremlin-like targets pop up and dart the other direction. Upon completion this attraction will be the first "shooting gallery" where the marksman's position moves as well as his target's.

#### FROM SKETCH BOARDS TO CONSTRUCTION

99.9% of all these ideas—past, present, and future—come from the offices of the designers, storymen and planners at WED. These unique individuals continuously ponder, sketch, tear up and sketch again countless ideas. Once a design has achieved approval, it goes to the model shop for one-dimensional cutout mock-ups in black and white medium. There, such things as special effects, color combinations, logistics, and how far out children's hands reach (a la Snow White's apple), are tested and re-tested. Then it's on to three-dimensional scale models, "picture windows," and walk-thru mock-ups.

It is at this point that further approval is necessary. If it is still a "go" project, the sculptors, costumers and furriers, and finally the computers be-

come involved. Depending upon the nature of the project, the walk-thru and full-scale models may or may not be created. For example, for "America Sings" progressed directly from two-dimensional sketches and renderings, to a miniature model; to full-scale sculpture, manufacture and into actual show.

#### PRIORITIES AND COMMITMENTS

In planning any new attraction or location there are numerous considerations to be made. The "Safety, Courtesy, Show, Capacity" combination is as familiar to the people at WED as it is to Disneylanders. Before any of the monetary particulars come on the scene, they look at safety precautions, capacity levels, at service factors, maintenance needs, and at something else—moral responsibility. The successful Disney tradition of fine family entertainment may be attributed partially to this subtlety. Most of Disneyland's attractions and the movies they're based on, highlight the differences between such things as good and evil, truth and untruth, justice and injustice. It is because of this tradition and the enormous impact all Disney productions have upon the audience that the people at WED are committed to maintaining consistently high levels of morality and integrity throughout.

Some of the other factors to be weighed include, understandably, the matter of money. Back in the 1950's when the Park was first under construction, any financial problems en-

countered were primarily limited to the Disney company. The economy itself was experiencing the stability of post-war prosperity. Today however, it's a different story. Disney is facing, along with every other major corporation, a very unsure market, resulting in high interest rates and little capital for expansion. Therefore any undertaking as large as an attraction or food facility will be very carefully studied before a final approval is granted.

Another consideration is the attraction's "draw." How many of all our guests will find this attraction/facility worth going to, once, twice, five times? How many people will it be able to serve in a given amount of time? And always at Disneyland there are limitations of space.

#### MAYBE EVERYTHING, MAYBE NOTHING

"Here today, gone tomorrow" might be one of the most graphically illustrated cliches in use at WED. It is a common working condition that one day the "Big Thunder Railway" will be the most important project going and the next it's on the shelf, with "Space Mountain" taking over number one position. This is true of all the previously described attractions—they may all exist at Disneyland someday, but they may also all be scrapped tomorrow.

That's the nature of WED. In the tradition of its creator—innovative, imaginative, experimental—never afraid to try something new, yet, never afraid to face reality.





# THE CREAM OF THE CROP

by Vicki Stowe

Have you ever taken your job (at Disneyland) for granted? Most probably. Have you ever stopped to think about how tough it is in that cold world outside the 180 Disneyland acres? Refresh your memory a bit—there's something called an economic crisis going on, inflation is reaching all time highs, auto industry sales are off 22%, loan interest rates have reached up to 11¾%, real estate is in a depression period, such staples as sugar have doubled in price in the last year, and California hit an 8½% unemployment rate in October (well above the 6% national average) ... beyond the berm lies reality.

*Far too many of us forget to look past our own problems and frustrations and blame them on "the Company." The irony of it is, however, that "the Company" is really everyone, not just some nameless "they" or "the management" or "the unions." It's all of us. With the outside world in such a mess, now, more than ever, is the time to work together to insure that Disneyland lives up to its reputation as a happy and friendly place.*

*We Disneylanders enjoy certain benefits not always provided by other large companies ... free passes ... discounts ... film festivals ... credit union ... our own Bank of America ... decent working conditions ... But such services are wasted if they don't result in a friendly organization which is then able to provide our Disneyland brand of guest satisfaction. It is well to remember that it is the guest who pays us ... and that we are all part of "the Company."*

*Besides taking our jobs for granted, far too many of us also take ourselves for granted. There are a lot of times when you probably feel infinitely overqualified and decidedly under-rated. And well you should. Compared to other large companies, Disneyland employs 3,000-6,000 of the cream of the crop. Here, are some of the finest engineers, technicians, culinary experts, painters, artists, writers and humanists in all of Orange County, if not in all of southern California. In addition to generous portions of skill and dedication, we probably have an intelligence ratio 10 to 1 higher than other large companies, with most of our employees degreed or working on it.*

Numerous letters and comments are received and made each day about the Disneyland employees. Of all the reasons why a person usually likes to work here, by far the #1 reaction is "the people."

I was in Indiana this fall for several days and was asked countless times where I worked. One particular young husband relayed this story. "This summer, my wife and I went to Disneyland while her parents went to Walt Disney World. How do you do it? Every time we had a question or were served, the employee acted as if we were the only ones around, as if our question were the single most important thing on his mind. And if they didn't know the answer, they turned to someone else or made a call to who knows where to find out. I really expected the place to be an oversized carnival. It was anything but! It was so clean and the attractions so exciting. But we were mostly impressed by the friendliness and the attitude and the intelligence of the employees. My parents-in-law had the same reaction in Florida."

In Orientation we're encouraged to use courtesy phrases, to use our own personalities and to be helpful. More than once employees have stopped to aid a crying child or taken a family's picture. But the other day I saw a guest taking a picture of another guest's family. Could it be that he was just extra friendly? Maybe. But I doubt you'd see him transcend himself so much at the beach or in the mountains or anywhere outside the Park. The intangibles of friendliness and courtesy displayed by us somehow radiate to our guests.

Whatever your motive, be it simply profit, or true enjoyment or that you need something to do—you're doing a good job. Granted many jobs are much less than glamorous, from the janitor who cleans up a trash can to the secretary who types the same memo 5 times, but they're being done with a particular sort of pride. We wouldn't be complimented so much if it truly were not so.

You're important, you deserve to pat yourself on the back, give yourself the credit. Disneyland continues to be the happiest place on earth only because you have made it so.





